### Knowledge Assessment

<table>
<thead>
<tr>
<th>Question</th>
<th>Answers</th>
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| **1. Glaucoma is:** | a. A contagious disease  
b. Hereditary  
c. Both  
d. None of the above |
| **2. What causes glaucoma?** | a. Diabetes  
b. Age related  
c. Trauma  
d. All of the above |
| **3. Glaucoma causes:** | a. Loss of visual field/side vision  
b. Loss of central vision  
c. Eye pain  
d. Headache |
| **4. Treatment for glaucoma:** | a. Eye drops  
b. Laser therapy  
c. Surgery  
d. All of the above |
| **5. Glaucoma leads to:** | a. High intraocular pressure  
b. Loss of visual field  
c. Optic nerve damage  
d. All of the above |

### Satisfaction Assessment

<table>
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<th>Answers</th>
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| **1. How satisfied were you with today’s appointment?** | a. Very satisfied  
b. Satisfied  
c. Neutral  
d. Dissatisfied  
e. Very dissatisfied |
| **2. To what extent were your doubts addressed during today’s appointment?** | a. Fully  
b. Almost fully  
c. Somewhat  
d. Not very well  
e. Not at all |
| **3. Relative to your expectations, how much did you learn about glaucoma during today’s appointment?** | a. Much more than expected  
b. More than expected  
c. As much as expected  
d. Less than expected  
e. Much less than expected |
| **4. How well did you understand the doctor’s instructions?** | a. Fully  
b. Almost fully  
c. Somewhat  
d. Not very well  
e. Not at all |
| **5. How likely are you to return for your next appointment?** | a. Very likely  
b. Likely  
c. Somewhat likely  
d. Unlikely  
e. Very unlikely |

Answers to the survey questions which measure knowledge of the patients are coded by giving a score of 1 if the answer is true and 0 otherwise. However, for the satisfaction level, a continuum is preferable. Therefore, for the questions related to the satisfaction level of patients, we use a Likert-scale. We describe each level of the scale so as to obtain precise estimates. For example, how satisfied a patient is with today’s appointment is pre-specified as: Very Dissatisfied (1); Dissatisfied (2); Neutral (3); Satisfied (4); Very Satisfied (5). Other questions about satisfaction are coded in a similar manner.

**S2 Table: Knowledge and satisfaction assessment**